

JOB DESCRIPTION

Key Account Manager

Job Objective

Our client is a part of the Sub Sahara Africa Cluster (SSA) of a leader in the global packaging market. It is responsible for West Africa and consists of more than 20 countries within its market including Senegal, Ghana and Cameroun. We are currently looking to help our client fill the role of Key Account Manager in its Marketing and Sales Department.

You will lead a cross functional Key Account team to build strong customer relationship to achieve sustainable growth by identifying and capturing short, medium and long term business opportunities and will have the ability to see the broad business perspective and an analytical approach. You like require good communication skills and will be an experienced leader who is able to work in both informal and formal structures. This position offers a good overview of the client company which will afford you the opportunity to develop yourself in your career.

Job Title:	Key Account Manager
Department:	Marketing and Sales
Reports to:	Sales Management and Marketing & Product Management Director

Key Roles and Responsibilities

- Develop and drive execution of strategic and operational key account plan aligned to the clients customer business objectives
- Ensure that customer issues are resolved in a timely manner, and the resolution is accepted by the customer.
- Ensure that the relevant product / service portfolio is deployed in full; meet competitiveness requirements; deliver a strong value proposition.

Key Result Areas

- Ensure effective cross functional Key Account Management (plans, teams, targets and shared objectives)
- Participate in Key Account networks, and in the development of account planning and contract development
- Contribute to the establishment of Market Customer Management processes including KPI (Opportunity Management, Relationship Management, Sales forecasting).
- Convert viable business opportunities into a sale

Job Attributes**Qualifications**

A Bachelor / University degree in Business Management and you have at least 4 years experience in Sales or Customer Management, preferable cross functional.

To succeed in this position you should have strong interpersonal skills, a positive attitude, and a desire to continuously improve the way we deliver value to our customers. Be flexible and able to adapt to new cultures and environment.

Job Dimensions

- As above
- Any other tasks assigned by your Manager